

FIG. 2

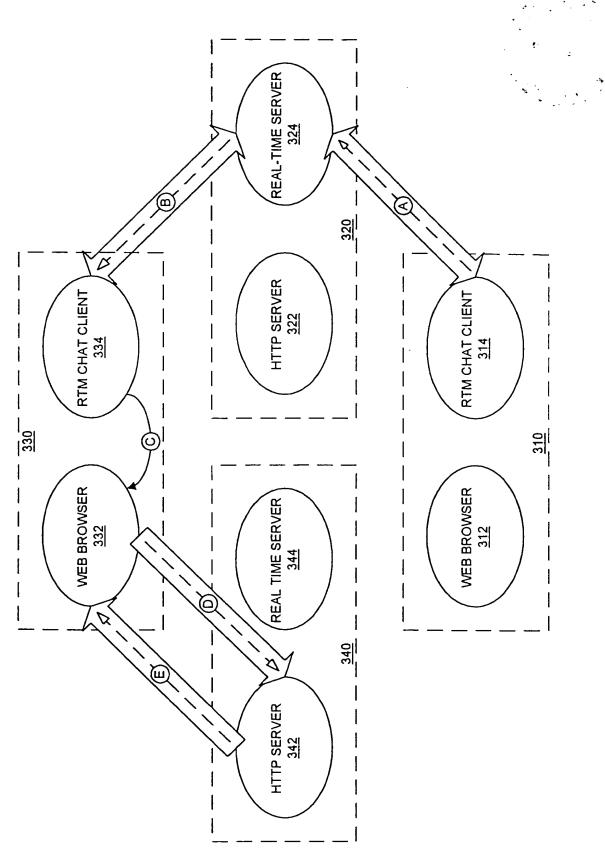
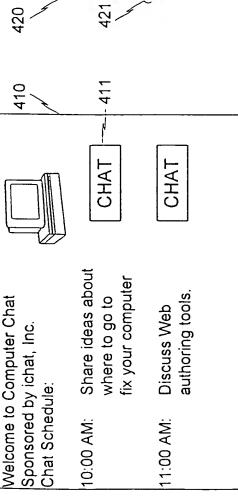


FIG. 3



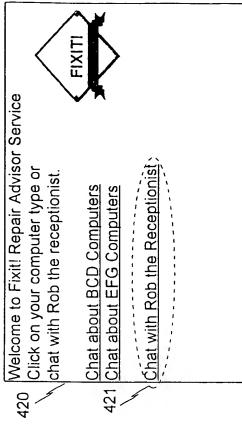
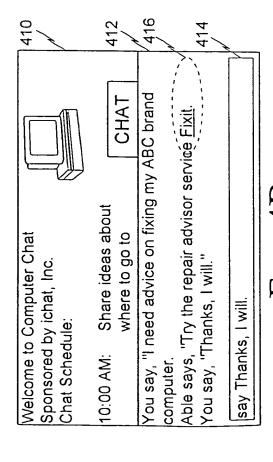


FIG. 4C

FIG. 4A



420 Welcome to Fixit! Repair Advisor Service
Click on you computer type or
426 chat with Rob the receptionist.

BCD Computer.

EFG Computer.

Rob says, "Can you help repair my ABC Computer?"
Rob says, "An ABC Computer is exactly like a BCD Computer. I will move you to a BCD Computer repair.

424 advisor for help."

Say Can you help repair my ABC Computer?

FIG. 4D

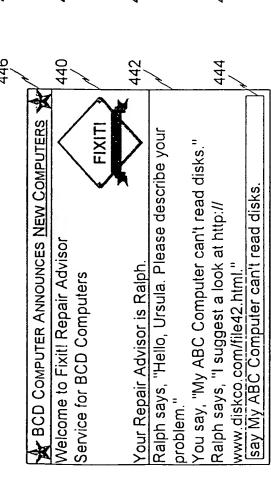


FIG. 4E

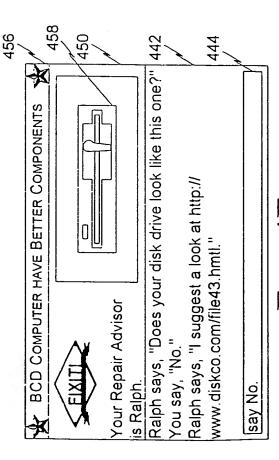


FIG. 4F

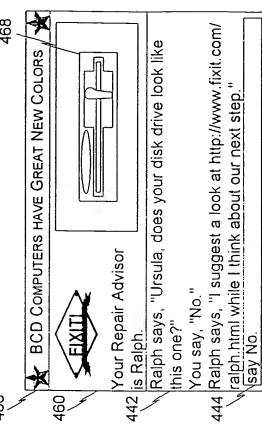


FIG. 4G

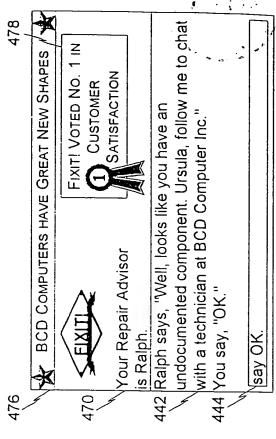
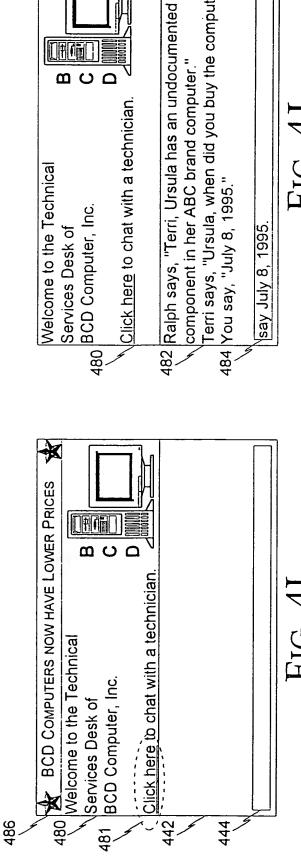


FIG. 4H



Ferri says, "Ursula, when did you buy the computer?"

You say, "July 8, 1995."

say July 8, 1995.

component in her ABC brand computer."

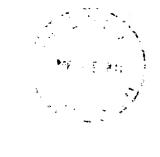
Click here to chat with a technician.

യ വ

Welcome to the Technical

BCD Computer, Inc.

Services Desk of



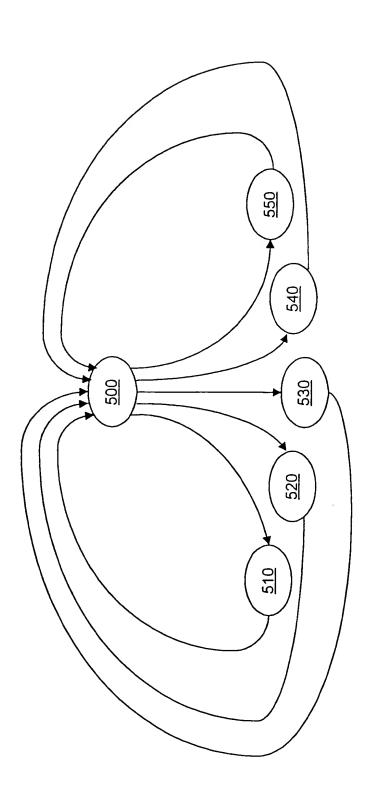


FIG. 5

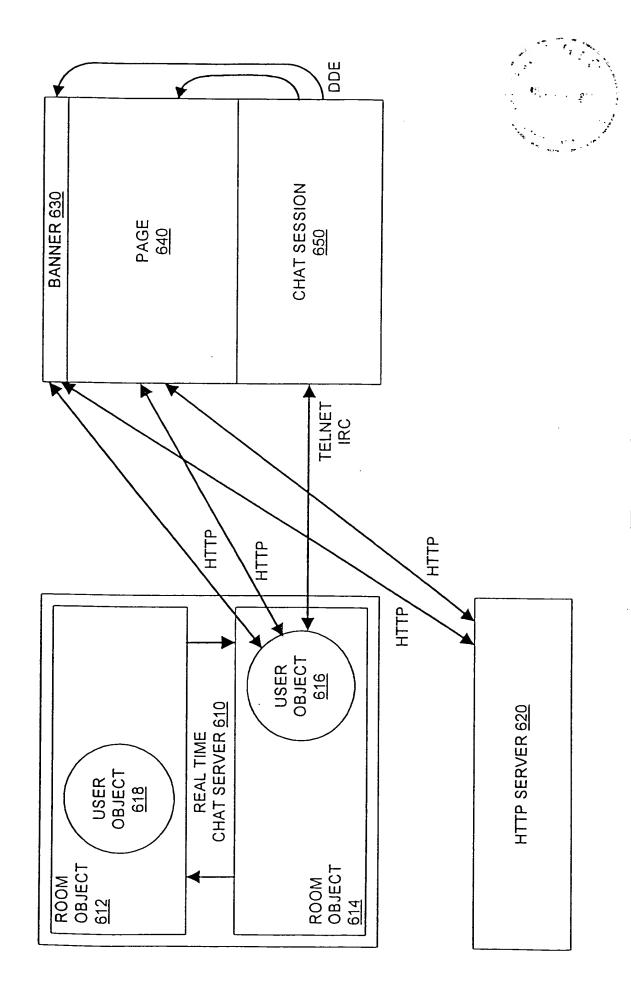


FIG. 6

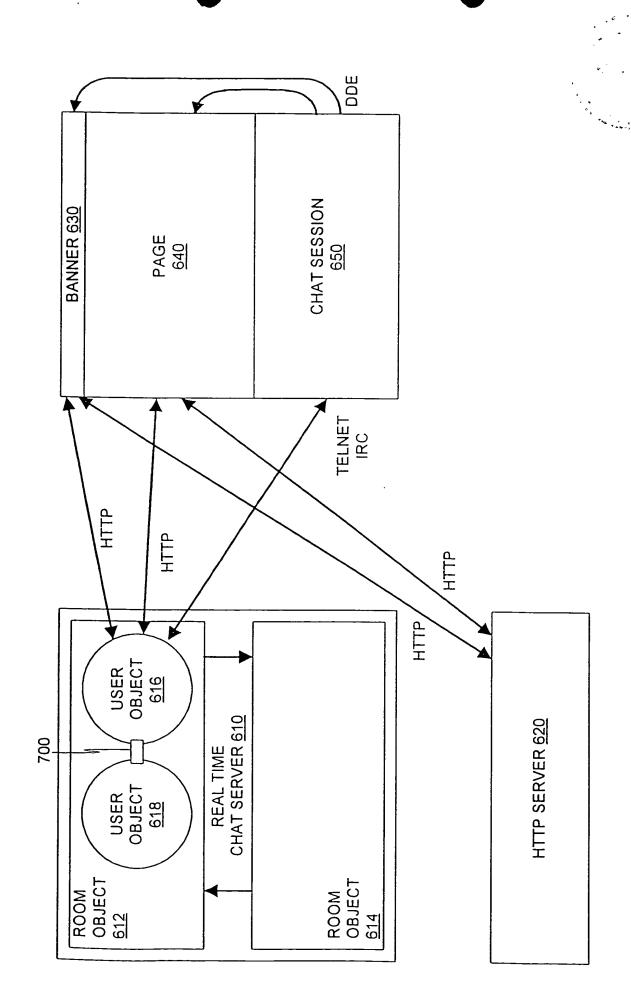


FIG. 7

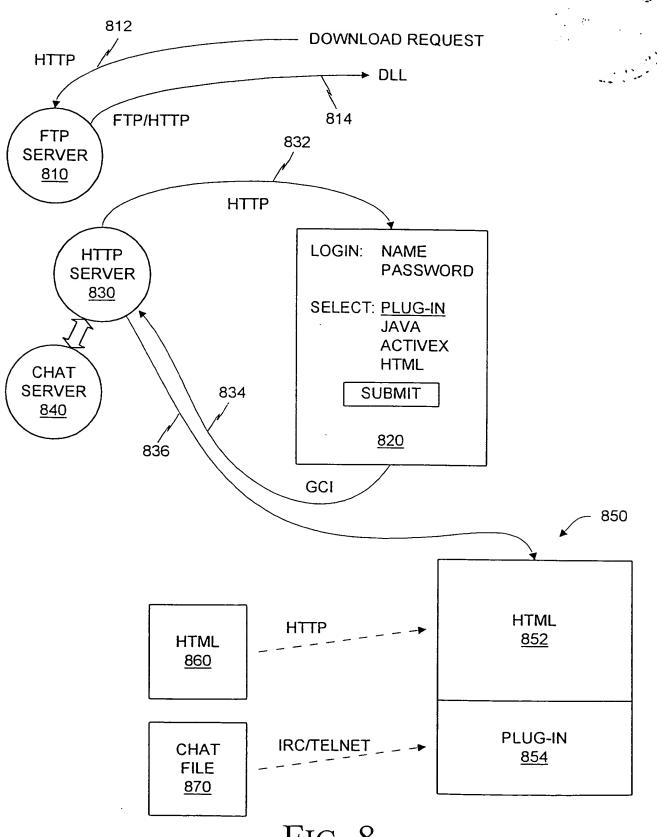


FIG. 8

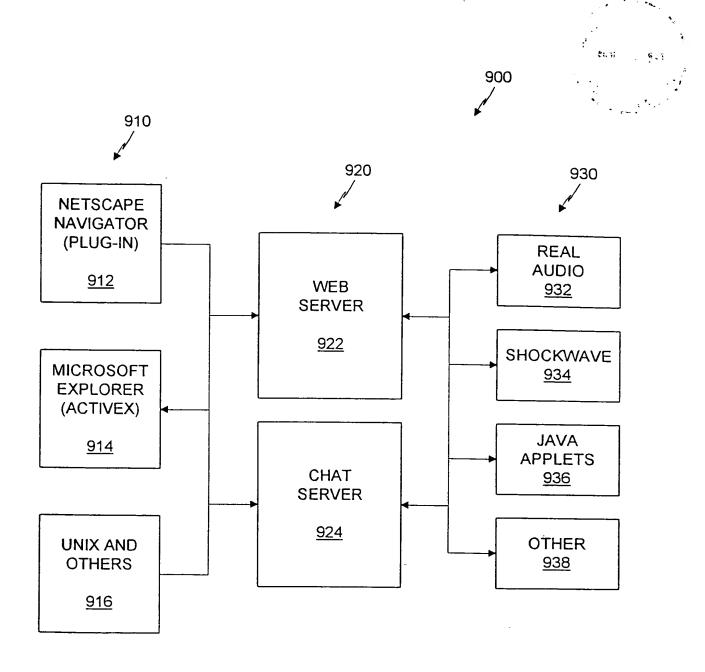


FIG. 9